

U.S. Bank I.M.P.A.C. Government Services Support Staff

National Account Managers and Vice President, Relationship Management:

Responsibilities: The National Account Managers, located in Northern and Southern California, provide implementation support establishing program structure and accounts, program training and support as well as assists with internal policy and procedure development.

Susan Kissee, National Account Manager
Phone: (209) 549-0500 Fax: (209) 343-3818
sjkissee@earthlink.net

Sheri Kuhn, National Account Manager
Phone: (310) 546-9685 Fax: (310) 546-9686
sheri.kuhn@gte.net

Lisa Blalock, National Account Manager
Phone: (916) 427-6585 Fax: (916) 313-3796
aablalock@earthlink.net

Bob Hebert, VP, Relationship Management
Phone: (650) 857-9407 Fax: (650) 857-1359
rshebert@earthlink.net

CAL-Card Program Information Web Site www.calcard.com:

Online program information, management forms, and "boiler plate" procedure guide books. Email any of the National Account Managers for access password to www.calcard.com.

Customer Automation & Reporting Environment <https://care.usbank.com>:

Secured Internet environment to put you in control of your payment systems and data, account setup, maintenance, status and reporting capability. C.A.R.E. is password protected; please contact your U.S. Bank National Account Manager to obtain a password.

Web-based training for C.A.R.E. <https://wbt.care.usbank.com>:

Password protected, please contact your U.S. Bank National Account Manager to obtain a password.

I.M.P.A.C. Account Coordinator:

Ernest Edwards
1-800-254-9885 Option 1,5,2 Ext. 35674
Fax: (612) 973-7575
ernest.edwards@usbank.com

U.S. Bank, I.M.P.A.C. Government Services
1010 S. Seventh Street, EP-MN-TT2C
Minneapolis, MN 55415

Responsibilities: Provides information on completion of account maintenance forms, account reporting, and addresses account issues not resolved by Customer Service.

I.M.P.A.C Card Customer Services:

Customer Service
PO Box 6346
Fargo, ND 58125-6346

Phone: 1-800-227-6736 *
Fax: (701) 461-3910
* Press "***" if you do not have an account number.

Responsibilities: Services day-to-day needs of Approving Officials, Cardholders, and Agency Program Coordinators; Accounting/Billing Office Contacts; dispute inquiries; card activation; reporting lost or stolen cards; reporting fraud; balance inquiry; processing of Approving Official and Cardholder account set ups and maintenance forms; card declines; research; and provides duplicate copies of the Cardholder Statement of Account, Approving Official Summary R090, I.M.P.A.C. Financial Summary (Invoice) R060, and other system reports.

I.M.P.A.C. Payments and Invoice Services:

I.M.P.A.C. Payments
I.M.P.A.C. Government Services/U.S. Bancorp
PO Box 6350
Fargo, ND 58125-6350

I.M.P.A.C. Payments
I.M.P.A.C. Government Services/U.S. Bancorp
4325 17th Avenue SW
Fargo, ND 58103

To contact Payments and Invoice Services, call Customer Services at 1-800-227-6736 and request the Payments and Invoice Services section. Customer Service will verify your account number and then transfer you to the next available Payments and Invoice Services account representative. **Responsibilities:** Working with participating agency Billing Office Contact, Payments and Invoice Services resolves payments, posting, and account reconciliation issues.

U.S. Bank Fraud Unit:

U.S. Bank
Attn: U.S. Bank Fraud Investigative Services
P O Box 6355
Fargo, ND 58125-6355

Phone Toll free: 866-540-9904
Fax: 701-461-3531
Office Hours: 5 a.m. – 9:00 p.m. CST M-F
7 a.m. – 3:30 p.m. CST Sat. and Sun.

If you suspect fraud on your account, contact U.S. Bank's Fraud Prevention Unit immediately, **DO NOT SUBMIT A DISPUTE**. U.S. Bank Fraud unit continually monitors accounts and transactions to prevent and halt fraud activity.